

FAQMaker by Loghound

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Question: What is RapidWeaver?

Answer: RapidWeaver is an easy to use and very powerful website building application allowing anyone to create and publish professional looking websites in minutes. Learn more about RapidWeaver at www.realmacsoftware.com/rapidweaver/

Question: How do I buy a theme from seyDesign?

Answer: It's quite easy, click the "Add to cart" button, and follow the links. For specific details on what to expect, see the ["How to buy"](#) page.

Question: Some themes require a password?

Answer: At one time ALL of our themes were password protected. We have started to phase out that trend as we got too many support questions asking where the password could be found.

Question: Where is my password?

Answer: Your password (if applicable) is included in two places, 1) the download page some customers are redirected to upon successful completion of the transaction, and 2) in the email sent upon successful completion of the transaction containing the file download link.

Question: How do I install my theme?

Answer: Double click on the theme file (with the ".rwtheme" extension) and once directed to do so, restart RapidWeaver. Alternatively, you can drag your theme file to the

folder "~user/Library/Application Support/RapidWeaver".

Question: Who is E-Junkie?

Answer: [E-Junkie](#) is a third party service that helps us deliver your purchased products automatically. To learn more, visit [E-Junkie.com](#).

Question: Why has my link expired?

Answer: In the event that you have had difficulty downloading your purchase, you might find that your link has expired. This is a security measure that protects our products and services from abuse. Your link can be reactivated by [contacting us](#).

Question: How do I ask for help?

Answer: Please read this FAQ in it's entirety before submitting any requests for support. Most of the questions we handle on a daily basis are answered here. If you do not find what you are looking for, then please see our [support page](#) for more details on getting in touch with us. Please be sure to include as much of or all of the information requested. We handle a great deal of emails per day, so the more information you can give us, the sooner we will get back to you.

Question: Is support free?

Answer: If your questions or concerns are general in nature or are concerning a possible bug with the theme then support is free. If, however, you are requesting support for a theme that either you or another party has modified beyond it's intended limits then support will be on an hourly basis.

Question: How do I report a bug?

Answer: Before reporting a bug, please be sure to test your site on an unaltered/unmodified version of the theme in question. If you are viewing the perceived problem on a "Blocks", "Accordion" or "Carousel" page but no other page styles, please refer to the documentation of each of those plugins before reporting a bug. If these measures do not clear up the matter, then submit a support request here.

Question: Are bug fixes and updates free?

Answer: All minor bug fixes and feature updates are free of charge. Major updates or upgrades as a result of changes in the platform or operating system that are out of our control and might render a theme less than fully functional or inoperable may have a cost associated with them. This will be entirely dependent on the circumstances and will be priced accordingly.

Question: How do I get my theme updates?

Answer: All theme updates are found under the "UPDATES" link at the top of each theme information page. Follow the instructions to update your own theme accordingly.

Question: When I publish my site, the home page colors are all wrong.

Answer: This is a RapidWeaver bug (seemingly fixed in RW 4.0). Turn off the "...is the master style for..." radio button at the bottom of the Page Inspector > Theme Styles panel.

Question: Where are the header images used in the showcase site?

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Answer: The intent is that you drag'n'drop your own headers into the theme with [RWMultitool Lite](#) (free from [RWMultitool.com](#)). The headers are not included (for legal reasons) but we get them free from [stock.xchnq](#) (<http://www.sxc.hu/home>).

Question: Who is seyDoggy?

Answer: seyDoggy is a small outfit that specializes in web and graphic design... [Read more](#).

Question: Who is Varsis Studio?

Answer: Varsis Studio is a web design company based in Alberta, Canada... [Read more](#).

Question: Who is Vortex Themes?

Answer: Vortex Themes is a small, friendly, software and web development company based in England... [Read more](#).